



## VISHAL KUMAR OJHA

### Site Director

An innovative, people-oriented leader with effective leadership skills in managing large scale operations and nurturing pre-opening requirements successfully.

✉ [vishalkumarojha@gmail.com](mailto:vishalkumarojha@gmail.com)

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#### Key Skills

[Strategic Operations Planning](#)

[Business Roadmap Planning](#)

[Client Relationship Management](#)

[Product & Service Standardization](#)

[Problem Solving & Decision Making](#)

[SOP & HACCP Implementation](#)

[Budgeting and P&L accountability](#)

[Quality & People Management](#)

[Team Building & Leadership](#)

#### Profile Summary

# A seasoned hospitality professional with over 18+ years of diverse experience in hospitality management, property management, club management, mall management, facility management, security management, Event management with strong administrative and management skills.

# Comprehensive experience in operating High Volume catering, Banqueting, Multi-cuisine Food court operation, Social & Corporate Event planning & managing residential & commercial Club operations.

# Proficiency in mall management including tenant relations, marketing, business planning and financial management, commercial business model, facilities and operational management and control of all maintenance, inspection, and safety functions.

# A keen planner, strategist & implementer with demonstrated abilities in accomplishing business growth & operational efficiency on a consistent basis.

#### Work Experience

##### **Site Director**

Feb'2021 - Present

**Sodexo India Services Pvt. Ltd.**

Tata Motors, Jamshedpur

Responsible for effectively managing existing portfolio of operational contracts, contract retention, contract organic growth as per the terms and conditions agreed upon with the client by Ensuring the profitable delivery of operations, control of costs & overheads through achievement of business targets for GOP.

#### **Key Responsibilities**

#Operations Management

#Organic Growth and Profitability

#Debtors Management

#Legal Compliances

#Safety, Environment & Quality (SEQ)

#Cost Estimate & Budget

#Performance Review

#Quality Control & Risk Assessment

#MIS & P&L

#Manpower Management

#Communication and Client Retention

#Contract Renegotiation and Rate Renewal

## General Manager-Mall

Feb'2018 to Feb'2021

### **Weaver Bird Consultants Pvt. Ltd.**

Roodraksh Mall, Aurus Mall, Assam

Managed Mall portfolio by identifying right potential partners by positioning the mall as one of the most premium shopping, entertainment, and F&B destination. Responsible for planning the brand mix & handling Leasing enquiries to make necessary recommendation of retail space to prospects. Negotiate and finalize rental and other terms and conditions with potential brands. Keeping proper track of the functioning of Housekeeping & Horticulture, Fire-Safety & Security, Maintenance, Marketing, Parking Management by monitoring team for smooth running of the mall operations and to improve the income and standard of the Mall. Responsible for monitoring leasing control – renewals, casual leasing, brand mix, fit out management, new store opening & reviewing tenants' performance. Identify & developing training calendar for of mall employees as per identified development scope during annual performance appraisal, which help them to improve further and function well as per desired service standards.

#### Key Responsibility

#Mall Management	#Facilities Management	#Security & Safety management	#Budgeting & CAM
#Marketing & Leasing	#Events & Promotion	#Fire Safety Management	#Vendor Management
#Parking Management	#Competitive Negotiation	#Optimum Occupancy	#Revenue Maximization
#Business growth	#Branding & Advertising	#Legal Compliance	#Tenant Management

## Operations Manager-Hospitality

Sept'2010 to Jan'2018

### **Bengal Unitech Hospitality Pvt. Ltd.**

Candor TechSpace SEZ, Kolkata

#### Key Responsibility

#Club Management	#Restaurant Operation	#Banquet Operation	#Food court Operations
#Corporate Event	#Social Event	#Sponsored Events	#Facility Excellence
#Client Management	#Customer Experience	# Health Club Management	#Revenue Maximization
#New Membership	#Membership Renewal	#SOP Formulation	#Legal Compliances

## Hospitality Manager

Oct'2007 to Sept'2010

### **Sodexo India Services Pvt. Ltd.**

DLF IT Park, Kolkata

## Food and Beverage Executive

Oct'2006 to Sept'2007

### **The Ritz Carlton**

Grand Cayman, Cayman Islands

## Food & Beverage Associate

Nov'2003 to Aug'2006

### **Renaissance Hotel**

Powai, Mumbai

## Education

2015 Executive Master's in Business Administration (EMBA) in Hospitality Management from ISBM, Kolkata.

2003 B.Sc. in Hospitality & Hotel Administration from NCHMCT, New Delhi.

## Trainings & Certifications

**Hospitality Manager's Development Program (HMDP)** training at ITM Business School Mumbai on following topics:

#Customer Service Management	#Materials Management	#Contracts Management	#Leadership and Team Building
#Retail Services Management	#Conflict Management	#Time Management	#Negotiation skill & Decision Making,

Proficient in MS Office: Word, Excel, PowerPoint and Outlook

## Permanent Address

Date of Birth : 1st July 1978

Languages Known: English, Hindi & Bengali

Mailing Address : 14, Girish Ghosh Road, Block-A, 4TH Floor, Belur Math, Howrah -711202, West Bengal, India